GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

STARRED QUESTION NO:312
ANSWERED ON:13.12.2006
MTNL BROADBAND SERVICE
Singh Kunwar Rewati Raman

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a)whether the broadband scheme offered by the Mahanagar Telephone Nigam Limited (MTNL) has drawn poor response as compared to similar schemes offered by other service providers;

(b)if so, the details thereof;

(c)whether the Government has analysed the problems faced by the subscribers of the broadband service offered by the MTNL;

(d)if so, the details thereof; and

(e)the remedial action taken by the MTNL to improve the service?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI DAYANIDHI MARAN)

(a) to (e) A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (e) OF LOK SABHA STARRED QUESTION NO. 312 FOR 13TH DECEMBER, 2006 REGARDING MTNL BROADBAND SERVICE.

(a)No, Sir. The broadband scheme offered by MTNL is very popular and has drawn better response as compared to similar schemes offered by other service providers as depicted by their broadband subscriber base (details are given in the Annexure). The scheme was announced in January, 2005 and as on 30.11.2006, 3.75 lakhs broadband connections are already working. MTNL is adding nearly 1000 customers per day on its broadband network. Seeing the growing demand, MTNL is procuring another 8 lakhs lines of broadband equipments in the current year 2006-07. All private operators combined together all over India have a subscriber base of 7.10 lakhs approximately.

(b)Does not arise in view of (a) above.

(c) & (d) Yes, Sir. The problems faced by subscribers are generally due to subscriber personal computer, landline problems, Customer Premises Equipment (CPE) configuration problems, password problems etc.

(e)MTNL is continuously taking measures to improve the services:

(i)A round the clock helpdesk is maintained to provide online assistance to resolve configuration problems and facilitate rectification of other types of faults.

(ii)Based on the traffic, the servers and international bandwidth are augmented from time to time.

(iii)For speed related problems, a website for testing speed has been made available to the customers.

(iv)User guide to customers is provided on Internet, which includes various trouble shooting tips.